



**CLIENT ASSISTANCE PROGRAM
DIVISION OF PERSONS WITH DISABILITIES
DEPARTMENT OF HUMAN RIGHTS
Annual Report - 2005**

The Client Assistance Program (CAP) is mandated in each state in order for that state to receive federal rehabilitation funds. The program is a 100% federally funded formula grant program.

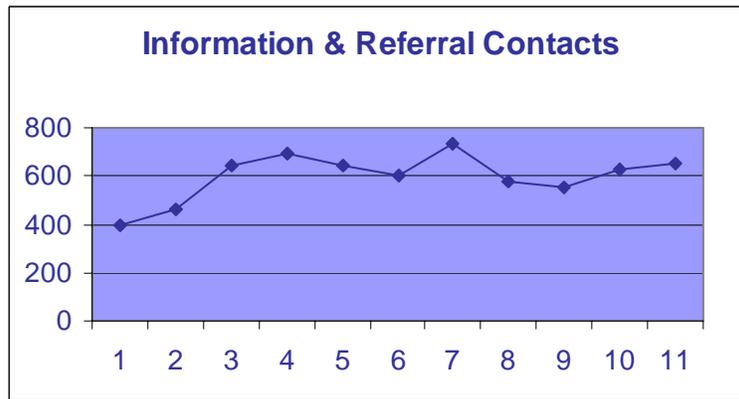
In Iowa, the Division of Persons with Disabilities, Department of Human Rights, has been designated by the Governor to operate CAP for the past 15 years. Federal law requires that the program be operated outside of the rehabilitation agencies it monitors. In Iowa this includes the Department for the Blind, the Division of Vocational Rehabilitation Services, the seven centers for independent living, and rehabilitation agencies they contract with for client services.

The program operates on the federal fiscal year ending September 30.

One disability consultant provided CAP services during the past year; however an additional part time disability consultant will be hired in the coming year. CAP provides the following services to lowans with disabilities:

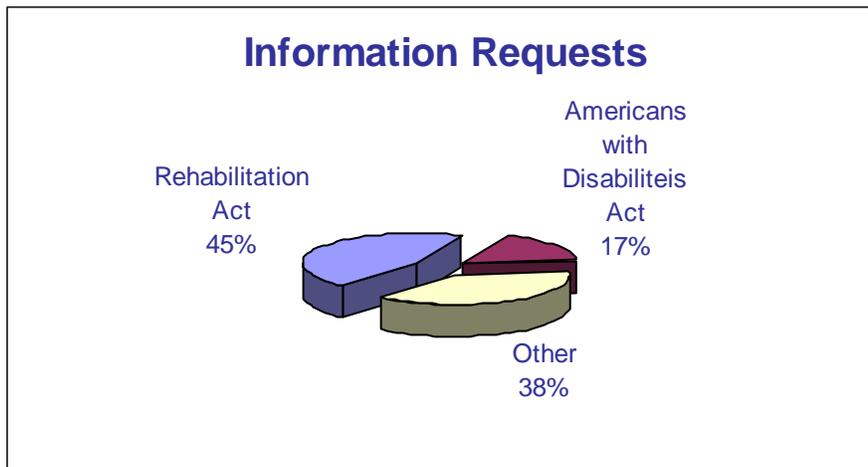
- Advise and inform clients and applicants of all services and benefits available to them through programs authorized under the Rehabilitation Act of 1973 as amended (Act);
- Assist and advocate for clients and applicants in their relationships with programs authorized under the Act;
- Inform individuals with disabilities in the State of Iowa, especially those who have traditionally been unserved or underserved, of the services available to them under the Act and under Title I of the Americans with Disabilities Act (ADA).
- Provide representation on the State Rehabilitation Council
- Advocate for systems change in agencies funded under the Rehabilitation Act to improve services to lowans with disabilities.

Information and referral services are available to all lowans. In previous years, requests for these services had grown; however, as more individuals use electronic access to information, the number has dropped. The chart below depicts the requests over the past 11 years.

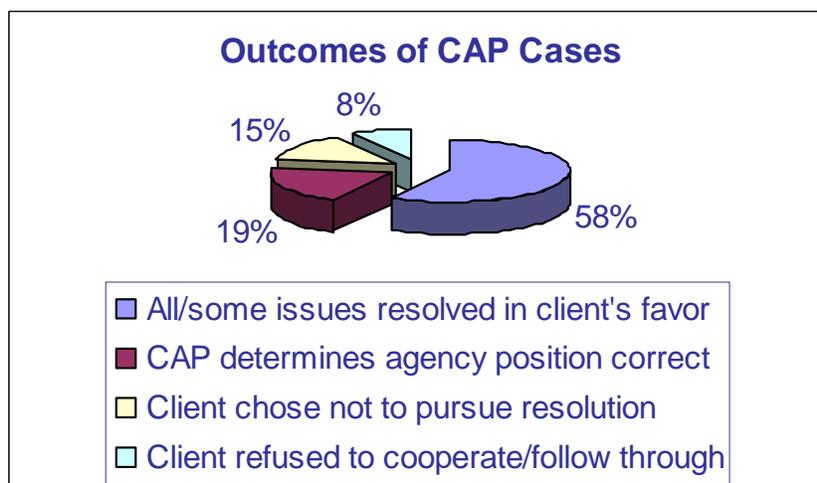


There were 3,619 hits on the CAP web pages this year and 13,481 printed publications were provided.

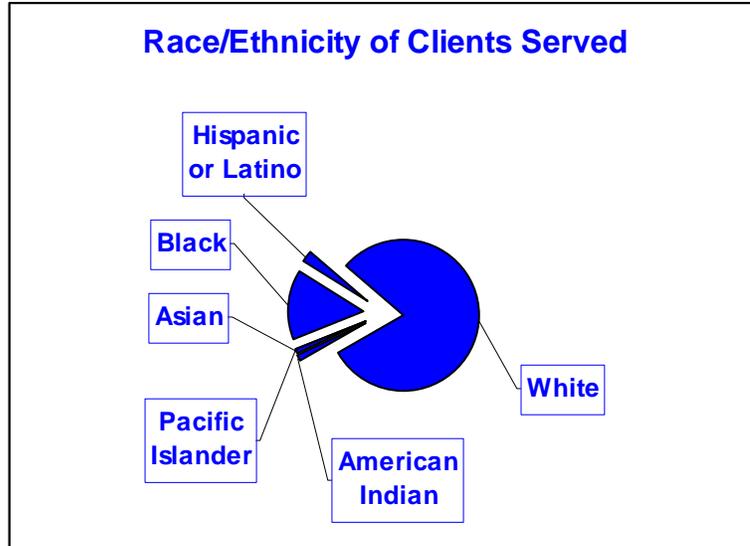
Requests fall into three primary categories.



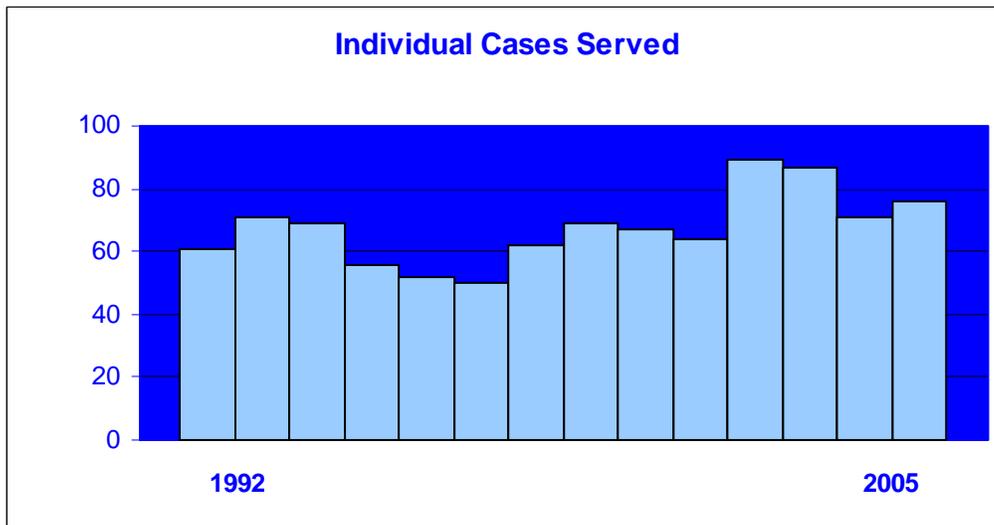
CAP services assist clients of the rehabilitation agencies in resolving problems so their rehabilitation programs can continue and they can move toward employment. Results of these services during the year are depicted below.



The race/ethnicity of CAP clients:



The level of requests for CAP intervention to assist in working with programs authorized under the Rehabilitation Act has remained fairly constant. The chart below shows the individual cases served.



If you have questions or need additional specific information, please call Harlietta Helland at 1-800-652-4298 or email her at harlietta.helland@iowa.gov

ANNUAL CLIENT ASSISTANCE PROGRAM (CAP) REPORT

Fiscal Year 2005

DESIGNATED AGENCY IDENTIFICATION	
Name: Iowa Client Assistance Program	
Address: Division of Persons with Disabilities , Lucas State Office Bldg., Des Moines, IA 50319	
E-mail Address (if applicable): harlietta.helland@iowa.gov	
Website Address (if applicable): http://www.state.ia.us/government/dhr/pd/client_assist_program/index.html	
Phone: (515) 281-3957	TTY: (515) 281-3957
Toll-free Phone: (800) 652-4298	Toll-free TTY: (800) 652-4298
Fax: (515) 242-6119	
OPERATING AGENCY (IF DIFFERENT FROM DESIGNATED AGENCY)	
Name:	
Address:	
E-mail Address (if applicable):	
Website Address (if applicable):	
Phone: ()	TTY: ()
Toll-free Phone: ()	Toll-free TTY: ()
Fax: ()	
Name of CAP Director/Coordinator:	
Person to contact regarding report:	
Contact Person's phone: ()	
PART I. AGENCY WORKLOAD DATA	
A. Information and Referral Services (I&R): (Multiple responses are not permitted.)	
1. Information regarding the Rehabilitation Act	259
2. Information regarding Title I of the ADA	97
3. Other information provided	217
4. Total I&R services provided (Lines A1+A2+A3)	573
5. Individuals attending trainings by CAP staff (approximate)	373
B. Individuals served (An individual is counted only once during a fiscal year. Multiple counts are not permitted for Lines B1-B3.)	
1. Individuals who are still being served as of October 1 (carryover from prior year)	27
2. Additional individuals who were served during the year	49
3. Total individuals served (Lines B1+B2)	76
4. Individuals (from Line B3) who had multiple case files opened/closed this year. (In unusual situations, an individual may have more than one case file opened/closed during a fiscal year. This number is not added to the total in Line B3 above.)	1

PART I. AGENCY WORKLOAD DATA (continued)	
C. Individual still being served as of September 30 (Carryover to next year) (This total may not exceed Line I.B3.)	15
D. Reasons for closing individuals' case files (Choose one primary reason for closing each case file. There may be more case files than the total number of individuals served to account for those unusual situations, referred to in Line I.B4, when an individual had multiple case files closed during the year.)	
1. All issues resolved in individual's favor	30
2. Some issues resolved in individual's favor (when there are multiple issues)	6
3. CAP determines VR agency position/decision was appropriate for the individual	11
4. Individual's case lacks legal merit; (inappropriate for CAP intervention)	1
5. Individual chose alternative representation	1
6. Individual decided not to pursue resolution	9
7. Appeals were unsuccessful	0
8. CAP services not needed due to individual's death, relocation, etc.	0
9. Individual refused to cooperate with CAP	4
10. CAP unable to take case due to lack of resources	0
11. Other (Please explain on separate sheet)	0
E. Results achieved for individuals (Choose one primary outcome for each closed case file. As stated in Section D, there may be more case files than the total number of individuals served.)	
1. Controlling law/policy explained to individual	13
2. Application for services completed	3
3. Eligibility determination expedited	7
4. Individual participated in evaluation	3
5. IPE developed/implemented	14
6. Communication re-established between individual and other party	1
7. Individual assigned to new counselor/office	9
8. Alternative resources identified for individual	11
9. ADA/504/EEO/OCR complaint made	0
10. Other (Please explain on separate sheet)	1
PART II. PROGRAM DATA	
A. Age (As of the beginning of the fiscal year.) (Multiple responses not permitted.)	
1. 21 and under	10
2. 22 – 40	38
3. 41 – 64	28
4. 65 and over	0
5. Total (Sum of Lines A1 through A4. Total must equal Line I. B3.)	76
B. Gender (Multiple responses not permitted.)	
1. Females	34
2. Males	42
3. Total (Lines B1+B2. Total must equal Line I.B3.)	76

PART II. Program Data (continued)	
C. Race/ethnicity (Multiple responses are permitted.)	
1. American Indian or Alaskan Native	1
2. Asian	1
3. Native Hawaiian or Other Pacific Islander	0
4. Black or African American	11
5. Hispanic or Latino	2
6. White	61
7. Race/ethnicity unknown	76
D. Primary disabling condition of individuals served (Multiple responses not permitted.)	
1. Blindness (both eyes)	3
2. Other visual impairments	3
3. Deafness	0
4. Hard of hearing	1
5. Deaf-blind	0
6. Orthopedic impairments	18
7. Absence of extremities	2
8. Mental illness	25
9. Substance abuse (alcohol or drugs)	1
10. Mental retardation	8
11. Specific learning disabilities (SLD)	8
12. Neurological disorders	3
13. Respiratory disorders	1
14. Heart and other circulatory conditions	1
15. Digestive disorders	0
16. Genitourinary conditions	0
17. Speech impairments	0
18. AIDS/HIV positive	0
19. Traumatic brain injury (TBI)	2
20. All other disabilities	0
21. Disabilities not known	0
22. Total (Sum of Lines D1 through D21. Total must equal Line I. B3.)	76
E. Types of individuals served (Multiple responses permitted.)	
1. Applicants of VR Program	22
2. Clients of VR Program	53
3. Applicants or clients of IL Program	1
4. Applicants or clients of other programs and projects funded under the Act	0
F. Source of individual's concern (Multiple responses permitted.)	
1. VR agency only	60
2. Other Rehabilitation Act sources only	3
3. Both VR agency and other Rehabilitation Act sources	13
4. Employer	0

PART II. PROGRAM DATA (continued)	
G. Problem areas (Multiple responses permitted.)	
1. Individual requests information	76
2. Communication problems between individual and counselor	33
3. Conflict about services to be provided	49
4. Related to application/eligibility process	22
5. Related to IPE development/implementation	37
6. Other Rehabilitation Act-related problems	3
7. Non-Rehabilitation Act related	1
8. Related to Title I of the ADA	1
H. Types of CAP services provided (Choose one primary service CAP provided for each closed case file. As stated above, there may be more case files than actual individuals served.)	
1. Information/referral	0
2. Advisory/interpretational	20
3. Negotiation	24
4. Administrative/informal review	16
5. Alternative dispute resolution	0
6. Formal appeal/fair hearing	2
7. Legal remedy	0
8. Transportation	0
PART III. NARRATIVE (Attach separate sheet(s).) Refer to pages 16-19 of the instructions for guidelines on the contents of the narrative.	

Within 90 days after the end of the fiscal year covered by this report, mail one copy of this report to the RSA Regional Office and one copy to the RSA Central Office specified in the instructions.

Harlietta Helland, Disability Consultant
Signature and title of designated agency official

12-16-05
Date

Iowa Client Assistance Program (CAP) Annual Report 2005

a. **Type of agency used to administer CAP:** CAP is operated by an external public agency, the Division of Persons with Disabilities within the Iowa Department of Human Rights.

b. **Sources of funds expended:** CAP is funded 100% with federal funds.

c. **Budget for current and following fiscal years:**

Category	Current Fiscal Year	Next Fiscal Year
Personnel Services	63,787.78	92,000
Materials/Supplies	3223.06	3100
Printing/Postage	3101.85	3000
Communications	1322.83	1500
Travel	5820.09	6000
Equipment rental/purchase	1245.00	1500
Indirect Costs	13,559.68	18,400
Miscellaneous		
Total	92,060.29	125,500

d. **Number of person-years:**

Type of Position	Full-time Equivalent	% of year position filled	Person-years
Professional	1*	100%	1

* It should be noted that an additional part time disability consultant position has been approved for next year and overtime has been allowed until that position can be filled.

e. **Summary of presentations made:** Presentations were made to the Workforce Navigators, the Commission of Persons with Disabilities, Protection & Advocacy Services, supervisors of the Division of Vocational Rehabilitation Services, the Statewide Independent Living Council, and all staff at the Department for the Blind. The subject for all of these presentations was the Client Assistance Program and examples of services provided. The estimated number of attendees was 373. Once an additional staff is added, it is anticipated more presentations will be made including visits to all of the general agency field offices.

Involvement with advisory boards: CAP has been involved with the State Rehabilitation Council for the general agency and served on the committee that promotes the services of the agency, specifically to the legislature, Governor, and the public. In that capacity, CAP completed follow up on success stories with pictures and phone interviews. Displays were then provided for staff of the agency to use when promoting to employers or potential client groups.

CAP also participated in the case documentation work group for IVRS as a representative of SRC. CAP feedback was also requested for a letter to go to all category 6 individuals on the waiting list to apprise them of the current capacity issues and the fact that services would probably not be made available to them for a considerable length of time.

CAP has been kept apprised of activities of the blind agency and reviewed their state plan and all policies and minutes from their meetings. In addition, the Statewide Independent Living Council keeps CAP apprised of their activities and CAP attended a regional forum where over 200 individuals with disabilities provided input to the state plan.

f. **Outreach to unserved/underserved populations:** CAP has been increasingly involved with minority communities through collaboration with other divisions within the Department of Human Rights. This includes the Division of Latino Affairs, the Division on the Status of African Americans, and the Asian Pacific Islanders Division. The data in Part II.c. reflects those collaboration efforts and the results. An increase in the number of minority clients has been noted.

g. **Alternative dispute resolutions (ADR):** One ADR has been requested from the general agency and will be scheduled. No mediations were held during the year however both agencies have emphasized with staff, over the past year and due to CAP systemic advocacy, the availability and advisability of ADR. Both hearings were with the general agency and the administration denied ADR in both cases.

h. **Systemic Advocacy:**

During the year, CAP was alerted to an employer who repeatedly used IVRS clients and on-the-job training dollars but then fired the individuals as soon as the funding ended. He was also very verbal in a derogatory manner about people with disabilities. This was happening in multiple areas and CAP notified the general agency of the allegations so they could do an investigation prior to authorizing further OJT funds.

Iowa general and blind agencies have an agreement with another state agency to jointly provide, through contact, self-employment assistance for eligible clients. Because this is contract driven, the policy or practice was outlined in the contract rather than in any of the usual documents. Additionally, vendors were providing a different report to the agency than they were providing to the client. This caused numerous complaints by general agency clients to CAP. The general agency remedied the situation once these two issues were brought to their attention. The Case Services Manual now contains the expectations that were formerly outlined in the contracts.

In December, CAP met with the administrator of IVRS to discuss two areas in the policy manual that indicate loans should be considered as comparable services and benefit for students in post-secondary training. These areas have been revised to eliminate that reference.

i. **Interesting cases:**

- A former doctor and client of the blind agency contacted CAP because of a delay in services, lack of funding for assistive technology, and disagreement over vocational goal. Because no assessment had been completed, services could not be provided until a plan was developed with the client. Once the assessment was done, barriers to employment in the desired area were identified and determined to be insurmountable. The client agreed and a new direction was identified. The client and counselor agreed on a plan, AT assessment indicated the needs, and these were authorized. The client continues in training and moving toward full time employment as an instructor for a massage therapy school.
- A young man with a history of being able to get jobs but not keep them was working with the general agency. He was impatient and dissatisfied with the speed the agency moved in assisting him to find employment so he contacted CAP. He had multiple financial concerns and needed a job. He had trouble dealing with supervision, interaction with coworkers, and accepting authority. After several joint sessions with the counselor and CAP, he began to understand his employment problem and work on monitoring his behavior. The most difficult aspect of this case was keeping the client from applying for just any job rather than waiting for the right job that he would enjoy, be able to handle in the long term, and a supervisor that was willing to work with him. CAP and the rehabilitation counselor worked together to help him understand and adjust to his disability.
- A former client of the general agency wanted to apply for services again because he had sustained an additional disability that would not allow him to continue the same type of work. Because of issues with the supervisor during the time of his former case, he did not want to reapply there. With CAP assistance, this was justified and he is a client in an office outside of his domicile.
- CAP was contacted by the wife of a client of the general agency. She noted he wanted a different counselor and his file had been closed. On further investigation, CAP learned his file was closed because she refused to let him meet with the counselor without her present. The client is a non-reader and was signing forms when he was not aware of their content and she was quite concerned. The counselor did not know he was a non-reader and had disagreements with the spouse. After a new counselor was assigned, CAP explained the situation and the file was reopened. Things went well as the client asked that his wife be present when he met with the agency and signed the appropriate release forms after they were read to both parties.

j. **On-line information/outreach:** CAP has a web page that includes access to publications. There were 3619 web "hits" this year. This web site is updated by another individual within the agency where CAP is located.

k. **Publications:** CAP makes publications available by web access but also provides hard copy for those who request that service. Additionally, all publications are available in large print and Spanish. Publications distributed included: 859 on individual rights and responsibilities under a variety of programs including those funded by the Rehabilitation Act, 10,058 CAP brochures explaining the services available, and 2,564 on Title I of the ADA.

Marketing: CAP exhibited at two conferences this year to explain services and publications. One was the Iowa Rehabilitation Association and the other was the Building Bridges event at the Iowa State Fair. These displays depict services available from CAP and the statistics from the previous year.

l. **Partnerships:** CAP is seen as a partner by the administration of the two rehabilitation agencies and the seven Independent Living Centers. Even when differences occur, respect is maintained and a good working relationship continues. This is evidenced by CAP being asked to serve on committees and present at staff meetings.

m. **Capacity:** Due to increased expectations of CAP and the lack of capacity to interact with the 16 Regional Workforce Investment Boards, a part time professional position is being added to start in the next quarter. Additional professional staff is needed in order to:

- maintain the individualized services requested from Iowans with disabilities
- provide the appropriate level of interaction with the State Rehabilitation Council, other Commissions and Councils, and the Workforce Investment Boards.
- meet the systemic advocacy requirements of the Act
- complete the associated paperwork
- attend required trainings and updates
- provide training to rehabilitation service providers on CAP and Title I of ADA
- provide for succession planning